

# YOUTH SERVICES POLICY

<b>Title:</b> Juvenile Electronic Tracking System (JETS) <b>Next Annual Review Date:</b> 09/18/2015	<b>Type:</b> C. Field Operations <b>Sub Type:</b> 5. Monitoring <b>Number:</b> C.5.6
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<b>References:</b> ACA Standards 2-CO-1E-01, 2-CO-1E-02 and 2-CO-1F-08 (Administration of Correctional Agencies), 4-JCF-6F-01, 4-JCF-6F-04 and 4-JCF-6F-05 (Performance-Based Standards for Juvenile Correctional Facilities), 2-7075, 2-7076 and 2-7079 (Juvenile Probation and Aftercare Services); YS Policies A.5.1 "Access to, Security of, and Use of Information Technology Resources and Mobile Devices", A.5.10 "Information Technology (IT) Technical Support", B.2.1 "Assignment, Reassignment, Release and Discharge of Youth, B. 2.2 "Youth Classification System and Treatment Procedures", B.2.3 "Secure Care Direct Admission", B.3.2 "Access to and Release of Active and Inactive Youth Records", and D.5.1 "Composition/Location/Retention of Active and Inactive Youth Records - Community Based Services"	
<b>STATUS: Approved</b>	
<b>Approved By:</b> Mary L. Livers, Deputy Secretary	<b>Date of Approval:</b> 09/18/2014

## I. AUTHORITY:

Deputy Secretary of Youth Services (YS) as contained in La. R.S. 36:405. Deviation from this policy must be approved by the Deputy Secretary.

## II. PURPOSE:

To establish the Deputy Secretary's policy regarding the Juvenile Electronic Tracking System (JETS).

## III. APPLICABILITY:

This policy applies to all YS employees. Each Unit Head is responsible for ensuring that all necessary procedures are in place to comply with the provisions of this policy.

## IV. DEFINITIONS:

**Juvenile Electronic Tracking System (JETS)** - The centralized database utilized to track all youth under OJJ supervision or in OJJ custody and to record all case record activity.

**Reconciliation Report** - A report used to compare sets of records in the JETS database for the secure care facilities to check for possible errors or incomplete youth data so the facility can make the necessary corrections in JETS.

**Unit Head** – Deputy Secretary, Facility Directors and Regional Managers.

**URAC** – A Uniform Request Approval Cycle form in Lotus Notes, used as the primary means of requesting PSS IT work.

**V. POLICY:**

It is the Deputy Secretary's policy that an organized system of information storage, retrieval, and review relevant to the youth under the supervision or in the custody of YS be maintained. The JETS is part of an overall decision-making process which relates to youth, operational and planning needs, and implementation and evaluation of programs. All JETS records shall be up-to-date and readily available to ensure the status of all youth assigned to YS, and to provide for the efficiency and effectiveness of service delivery to the courts, release authorities, and outside entities upon request.

**VI: PROCEDURES**

- A. The contents, maintenance and access of all youth JETS records shall be in accordance with YS Policies B.2.1, B.2.2, B.3.1, B.3.2, and D.5.1.
- B. All information contained in JETS shall be confidential, and access to JETS shall be restricted to authorized personnel only (refer to YS Policy A.5.1).
- C. Each Unit Head shall develop procedures necessary to ensure that only those with legitimate business and a lawful right to information shall have access to the records in accordance with YS Policies.
- D. Issues with the JETS shall be reported via e-mail to [JETS.Helpdesk@la.gov](mailto:JETS.Helpdesk@la.gov) and the employee's supervisor.
- E. A Uniform Request Approval Cycle (URAC) shall be completed for special JETS projects involving new reports, additions, etc. pursuant to YS Policy No. A.5.10.

**VII. QUALITY ASSURANCE:**

- A. Weekly JETS Reconciliation Reports shall be forwarded to each Unit Head/designee for review. Required corrections shall be completed within seven (7) working days of receipt of the weekly reconciliation report.

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- B. The JETS Helpdesk shall be utilized on a daily basis to capture issues, feedback, requests and comments on the functionality of the system.

**Previous Regulation/Policy Number:** C.5.6

**Previous Effective Date:** 05/18/2012

**Attachments/References:**